

FEDERAL SUPPLY SERVICE
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51 Information Technology Professional Services

CATEGORY

SIN 132-51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

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FPDS Class D301	Resources and Facilities Management
FPDS Class D302	Database Planning and Design
FPDS Class D306	Systems Analysis and Design
FPDS Class D307	Network Services
FPDS Class D308-1	Programming
FPDS Class D308-2	Millennium Conversion Services (Y2K)
FPDS Class D311	Conversion and Implementation Support
FPDS Class D316	Network Services' Project Management
FPDS Class D317	Data/Records Management

Enterprise Integration Corporation
2201 Wisconsin Ave NW, Suite 300
Washington, DC 20007
(202) 333-7403
www.eicorp.net

Contract Number: GS-35F-5498H

Period Covered by Contract: April 30, 2013 through April 30, 2018

General Services Administration

Federal Supply Service

Products and ordering information in this Authorized INFORMATION TECHNOLOGY Schedule Pricelist is also available on the GSA Advantage! System. Agencies can browse GSA Advantage by accessing GSA’s Home Page via Internet at www.gsa.gov.

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INFORMATION FOR ORDERING OFFICES

1. **Geographic Scope of Contract:** The 48 contiguous states and the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.

2. **Ordering Address and Payment Information:**

Enterprise Integration Corporation
2201 Wisconsin Ave NW, Suite 300
Washington, DC 20007

Government Commercial Credit Cards will be acceptable for payment. In addition, bank account information for wire transfer payments will be shown on the invoice.

Below is the telephone number that can be used by ordering agencies to obtain technical and/or ordering assistance.

(202) 333-7403 (Phone)
(202) 625-9016 (Fax)

3. **RESERVED.**

4. **Statistical Data for Government Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Contractor Establishment Code (DUNS):17-670-0730
Block 30: Type of Contractor - A. Small Disadvantaged Business
Block 31: Woman-Owned Small Business - No
Block 34: RESERVED
Block 36: Taxpayer Identification Number (TIN) 52-1988444

4a. **CAGE Code:** 09VC5

5. **FOB Destination**

6. COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULES)

(a) TIME OF DELIVERY. The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below. Offeror shall insert in the "time of Delivery (days ARO)" column in the Schedule of Items a definite number of calendar days within which delivery will be made. In no case shall the offered delivery time exceed the contractor's normal commercial practice.

ITEMS OR GROUPS OF ITEMS (SIN or Nomenclature)	DELIVERY TIME (DAYS ARO)
132-50	30
132-51	30
132-12	30

(b) EXPEDITED DELIVERY TIMES. For those items that can be delivered quicker than the delivery times in paragraph (a), above, the offeror is requested to insert below, a time (hours/days ARO) that delivery can be made when **expedited delivery** is requested.

ITEMS OR GROUPS OF ITEMS (SIN or Nomenclature)	EXPEDITED DELIVERY TIME (HOURS/DAYS ARO)
132-50	20
132-51	20
132-12	20

(c) OVERNIGHT AND 2-DAY DELIVERY TIMES. Schedule customers may require overnight or 2-day delivery. The offeror is requested to annotate in its pricelist or by separate attachment the items that can be delivered overnight or within 2 days. Contractors offering such delivery service will be required to state in the FSS pricelist details concerning this service.

(d) URGENT REQUIREMENTS

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the contractor in writing.) If the contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **Discounts:** Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Prompt Payment: None
 - b. Quantity: None
 - c. Dollar Volume: None
 - d. Government Educational Institutions are offered the same discounts as all other Government customers.
8. **Production Points and Statement Concerning Foreign Produced Items:** All services are US
9. **Statement Concerning Availability of Export Packing:** Not Applicable
10. **Small Requirements:** The minimum dollar value of orders to be issued is \$50.00
- 11a. **Maximum Order:** (All dollar amounts are exclusive of any discount for prompt payment.)
- a. Special Item 132-51 - Information Technology Professional Services
- The maximum dollar value per order will be \$500,000 for all Information Technology Services.

DETAILED LABOR CATEGORY REQUIREMENTS & JOB RESPONSIBILITIES

Administrative and Logistics Support

(Code 10)

Minimum/General Experience: 6 years of experience working in office environment. Possess extensive working knowledge of various software packages.

Functional Responsibility: Supervise effectively administrative and/or logistical staff. Exercise judgment and initiative and determine the appropriate action to take in non-routine situations.

Minimum Education: BS/BA or equivalent experience

Administrative Assistant

(Code 11)

Minimum/General Experience: 2 years of experience with knowledge of various software applications in word processing, spreadsheets, database and presentation. Must have knowledge of secretarial, office administrative procedures, and knowledge of standard office equipment operation, at a level generally acquired through 2+ years related experience.

Functional Responsibility: Under direct supervision, performs administrative duties in the areas of office management, fiscal management or customer relations. Works independently with attention to details. Coordinates division of workload and establishes priorities and meet deadlines. Act as a liaison with other departments and outside agencies, including high-level staff.

Minimum Education: HS

Associates Operations Staff I(Team Leader - Level Implementation & Support)

(Code 12)

Minimum/General Experience: Four (4) to five (5) years of total experience in the functional responsibility area listed.

Functional Responsibilities: Lead product acquisition, installation & configuration, application customization, testing & cutover, operations & maintenance, orientation & training, help desk assistance technical services for user-level information technology solutions.

Minimum Education: BS/BA, or HS with experience as described above or Certification (e.g., MCSE, CNE, PMI) - 1 year cumulative.

Associate Operations Staff II(Subtask Leader-Level Implementation & Support) (Code 13)

Minimum/General Experience: Six (6) to seven (7) years of total experience in the functional responsibility area listed.

Functional Responsibilities: Lead product acquisition, installation & configuration, application customization, testing & cutover, operations & maintenance, orientation & training, help desk assistance technical services for workgroup-level information technology solutions.

Minimum Education: BS/BA with experience as described above and/or certification(e.g., MCSE, CNE, PMI) - 1 yr cumulative

Blackberry Support Technician I (Code 14)

Minimum/General Experience: 1-2 years of experience in the related field with appropriate technical or software certification preferred.

Functional Responsibility: Configure and install blackberry devices. Troubleshoot and resolve blackberry users' problems w/ connectivity and performance.

Minimum Education: BS/BA or equivalent experience

Blackberry Support Technician II (Code 15)

Minimum/General Experience: 2-4 years of experience in the related field with appropriate technical or software certification preferred. Must possess knowledge of Blackberry operating system. Demonstrates the ability to provide technical solutions and expertise to high volume customer support operation.

Functional Responsibility: Configure and install blackberry devices. Troubleshoot and resolve blackberry user's problems w/ connectivity and performance. Establish user policies.

Minimum Education: BS/BA or equivalent experience

Blackberry Support Technician III

(Code 16)

Minimum/General Experience: 4-6 years of experience in the field with strong knowledge of Blackberry operating system. Demonstrates the ability to provide technical solutions and expertise to high volume customer support operation. Possess excellent analytical and troubleshooting skills. Experience administering Exchange Server profiles.

Functional Responsibility: Configure and install blackberry devices. Troubleshoot and resolve blackberry users' problems w/ connectivity and performance. Manage global BES server infrastructure. Provide level 2 support for calls involving the BES infrastructure. Responsible for day-to-day BES-related technical problem resolution, ordering equipment and office setups. Performs database administration for SQL databases.

Minimum Education: BS/BA or equivalent experience.

Blackberry Support Technician IV

(Code 17)

Minimum/General Experience: 6+ years of experience in the field with superior knowledge of Architect, Network, wireless, and management software, Project Management, Analysis and Engineering systems, testing, development, windows, IT, consulting and Architecture design. Experience administering Exchange Server profiles.

Functional Responsibility: Configure and install blackberry devices. Troubleshoot and resolve blackberry users' problems w/ connectivity and performance. Manage global BES server infrastructure. Provide level 2 support for calls involving the BES infrastructure. Responsible for day-to-day BES-related technical problem resolution, ordering equipment and office setups. Performs database administration for SQL databases. Provides architectural design for Blackberry/Exchange implementation as required.

Minimum Education: BS/BA or equivalent experience.

CSR – Advanced

(Code 18)

Minimum/General Experience: 4 years of technical training or equivalent experience required. Excellent working knowledge of software applications and hardware products. Ability to resolve customer problems, previous customer service experience preferred.

Functional Responsibility: Under general direction, implements and supports local area and campus area network hardware/software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs.

Minimum Education: BS/BA or equivalent experience

Director of Programs

(Code 19)

Minimum/General Experience: 10 years of experience in managing projects with increasing responsibility and demonstrated strong business background; strong analytical skills; excellent problem-solving skills to ensure successful, high-quality outcomes.

Functional Responsibility: Directs the company's network systems' projects & managers. Hires project managers & staff. Develops & maintains excellent customer relations by thoroughly understanding each project's dimensions, & ensuring excellent communications. Directs project-planning process to assign best resources for success. Grows business base within existing customers and recommends new services and services. Implements & maintains a quality management system to increase effectiveness & maintain high levels of quality & productivity. Develops increasing P&L & management skills. Excellent knowledge of network systems, software, & practices. Technical expertise in networks & telecommunications required.

Minimum Education BS/CS or related degree required. Advance technical MS or MBA preferred. Project Management Professional (PMP) certification preferred or obtained w/in six months.

Doc Specialist I

(Code 20)

Minimum/General Experience: 1 year of specialized experience in the preparation, compilation & maintenance of complex documentation such as Systems Specifications, Feasibility Studies, Functional Descriptions, using automated word processing or text editor.

Functional Responsibility Performs data input to a word processor/desk top publishing system. Proofreads entered material & corrects errors. Will also be responsible for maintaining, creating and auditing documents. Using technical material prepared by programmers & analysts, prepares documentation as required.

Minimum Education: BA or equivalent experience. Two years of additional experience may be substituted for a degree.

Doc Specialist II

(Code 21)

Minimum/General Experience: 3 years of specialized experience in the preparation, compilation & maintenance of complex documentation such as Systems Specifications, Feasibility Studies, Functional Descriptions, using automated word processing or text editor. Knowledge of SharePoint, Flow Charts, Technical Documentation, Word, PowerPoint, and Power Designer is a plus.

Functional Responsibility: Provides guidance to lower level personnel, sign technical materials prepared by programmers & analysts, & prepares documentation as required. Performs data input to a word processing/desk top publishing system. Proofreads & corrects entered material. Specialized experience in the preparation, compilation & maintenance of complex documentation such as Systems Specifications, Feasibility Studies, Functional Descriptions, using automated word processing or text editor systems.

Minimum Education: BA or three years of equivalent experience

Financial Analyst II

(Code 22)

Minimum/General Experience: 3 years of audit/corporate accounting systems experience with strong knowledge of accounting software, Windows based spreadsheets/word processing packages.

Functional Responsibility: Assist in the preparation, analysis, and distribution of financial statement package. Responsibilities include follow-up to inquiries made regarding issued financial statements, as well as special projects assigned by management. Assist Financial Services Supervisor with audit related issues and projects. Serve as liaison to location managers, assisting them with accounting related service issues.

Minimum Education: BS/BA degree in Accounting or Finance

Financial Analyst IV

(Code 23)

Minimum/General Experience: 5 years of experience and expertise in financial modeling or analysis w/ budgeting or accounting software. Experience in performing cost analysis of financial products and services or equivalent accounting information systems experience. Must have at least one year of supervisory experience.

Functional Responsibility: Perform financial or financial systems analysis, design & implementation. Develop financial modeling or analysis w/ budgeting or accounting and proposed and thoroughly analyze and clearly communicate levels of exposure to interest rate risk to the Chief Financial Officer. Measure, analyze and communicate the costs and benefits of products and services to the CFO.

Minimum Education: BS Degree with emphasis in Accounting or Finance

Help Desk Coordinator Sr.

(Code 24)

Minimum/General Experience: 2 years of college course work in an emphasis in computer science, management information systems (MIS), or closely related course work from an accredited college.

Functional Responsibility: Under general supervision, provides support to end-users for PC, server or mainframe application, and hardware. Prioritizes incoming telephone, voice mail, e-mail and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies. Prepares standard statistical reports, such as help desk incident reports to identify re-occurring incidents that may be prevented.

Minimum Education: BS/BA or equivalent from two-year college or technical school desired

Help Desk Jr

(Code 25)

Minimum/General Experience: 1-2 years of work experience with Windows servers. Must have knowledge of network cards, firewalls, routers, switches and hubs.

Functional Responsibility: Under direct supervision, provides customer assistance with routine inquiries and problems such as software, hardware and network operations. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Upgrading/maintaining server applications and system repairs.

Minimum Education: BS/BA or two years of additional experience may be substituted for a degree.

Help Desk Sr.

(Code 26)

Minimum/General Experience: 2 years of experience with software, applications, database, and customer service.

Functional Responsibility: Under general supervision, monitors, operates and maintains hardware, software, and networks for a computing platform. Design and deploy production LANs, WANs and Server infrastructure including Linux servers, routers, hubs, switches, load balancers, firewalls, DNS and other hardware. Provides leadership and work guidance to less experienced personnel.

Minimum Education: BS/BA or equivalent experience

I.T. Support Consultant

(Code 27)

Minimum/General Experience: 4 years of experience in the field. Must be Proficient with Windows Enterprise/server 2000/XP/2003 and clustering (Optional), Terminal Services, Exchange 2003, MS SQL and Oracle.

Functional Responsibility: Evaluates information technology requirements or performance using diagnostic tools when applicable. Participates in planning and installation of new networks and hardware or software, and may evaluate network changes for operational impact.

Minimum Education: Related bachelor's degree or equivalent combination of bachelor's degree and related experience.

Maintenance Examiner III

(Code 28)

Minimum/General Experience: 6 years experience utilizing or configuring information systems related to one or more of the following logistics or maintenance areas: Flight line/MOC areas or aircraft generation process areas, Repair engineering, Materiel requisitioning and sourcing, Stock item repair and refurbishing, Maintenance, repair, and overhaul and Facilities maintenance controls.

Functional Responsibility: Performs information system support and/or operator maintenance on all equipment operated. Duties also involve reviewing and analyzing the work performed by subordinate examiners. Prepares and maintains records of plan checking procedures within the system. Defines business process improvements specific to supply chain processes. Defines business requirements.

Minimum Education: BS/BA or completed military training courses applicable to the maintenance examiner field.

Maintenance Examiner IV

(Code 29)

Minimum/General Experience: 8 years experience utilizing or configuring information systems related to logistics or maintenance areas within one or more of the following areas: Flight line/MOC areas or aircraft generation process areas, Repair engineering, Materiel requisitioning and sourcing, Stock item repair and refurbishing, Maintenance, repair, and overhaul and Facilities maintenance controls. 2 or more of the 8 years to include analytical, prioritizing, and problem solving skills.

Functional Responsibility: Performs information system support and/or supervises operator maintenance on all equipment operated. Duties also involve reviewing and analyzing the work performed by subordinate examiners. Conceptualizes, writes, prepares and maintains system records of plan checking procedures.

Minimum Education: BS/BA or completed military training courses applicable to the maintenance examiner field or equivalent combination of education and experience with a minimum of six years of military (United States Air Force (USAF), for example) logistics experience.

Network Administrator I

(Code 30)

Minimum/General Experience: 2 years of experience in of data networking and proven knowledge. Experience in administration of troubleshooting and updating software.

Functional Responsibility: Performs the administration of the network and assisting users in day-to-day administration of the network. Will be responsible for managing and coordinating the daily operation of the various systems of our computing infrastructure, including server, workstation, LAN and WAN administration, as well as providing end-user support.

Minimum Education: BS in Computer Science or equivalent experience

Network Administrator II

(Code 31)

Minimum/General Experience: 4+ years experience in network design and administration. Experience with programming and scripting a plus. Knowledge of desktop operating environments: Windows 2000, Windows XP, Vista and general knowledge of LAN Operating Systems: Windows XP, Vista as well as expert knowledge of supported software: MS Office Suite, MS Explorer.

Functional Responsibility: Installs, configures, and maintains the LAN server and workstations. Manages performance and maintains security of LANS. Must work w/ multiple hardware/software platforms at an intermediate level. Provide higher level technical support as well as consultative service to our IS departments and end user community in regards to LAN integration. Position includes operational support for production systems, i.e., key business applications and network resources, the WAN server environment.

Minimum Education: BS in Computer Science or equivalent experience

Network Consultant V

(Code 32)

Minimum/General Experience: 9 years of experience in the field and/or manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Functional Responsibility: Review required aspects of network configuration and provide recommendations for any applicable planned implementations or changes when required, and assist in troubleshooting as needed. Will provide functional and business process expertise as well as provide hands-on leadership and direction to the project team, consultants, subcontractors and client employees.

Minimum Education: Bachelor's degree with Major Field of Study: Computer Science or equivalent experience

Network Designer II

(Code 33)

Minimum/General Experience: 5 years experience in designing and implementing changes on Corporate Networks. Proficient with MS Word, Excel and MS Access.

Functional Responsibility: Performs multiple aspects of a development project including but not limited to policy development, platform design, platform implementation, and platform maintenance and platform evaluation. Is knowledgeable concerning current industry technology, practices and regulations regarding information systems.

Minimum Education: Bachelors degree in IT related area of study or equivalent experience. Coursework involving the manipulation and interpretation of numerical and categorical information and quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Network Engineer Consultant

(Code 34)

Minimum/General Experience: 11 years progressively responsible network systems engineering experience. Demonstrated ability to work well with clients and very good interpersonal and communications skills. Superior knowledge of network hardware and systems, office software, TCP/IP and LAN/WAN connectivity. Thorough knowledge of network performance analysis tools and excellent knowledge of network security issues.

Functional Responsibility: Provides consulting services for complex LAN/WAN projects, including integration of network support applications. Provides consulting support in evaluating and resolving complex network & processor problems. Plans, designs, evaluate, & select operating systems and protocol suites. Provides high level architecture design to configure communications media w/ concentrators, hubs, routers, bridges, and other devices. Resolves complex interoperability problems to obtain optimal operations across all platforms including email, files transfer, multimedia, and videoconferencing. Configures systems to user environments. Supports acquisition of hardware/software. Evaluates network performance using hardware/software diagnostic tools. Participates in planning & installation of new networks and hardware. Evaluates network changes for operational impact. Provides network security & firewall consulting services.

Minimum Education: Bachelors degree in Computer Science or related field required. Masters Degree preferred. Coursework involving the manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Network Engineer I

(Code 35)

Minimum/General Experience: 2 years progressively responsible network systems engineering experience.

Functional Responsibility: Manages and supports LAN/WAN systems to provide effective network services to all users. Designs, configures, tests, implements & maintains telecommunications, LAN operation support activities, and supports applications programmers working in that environment. Provides technical support in evaluating and resolving network & processor problems. Plans, designs, evaluate and select operating systems & protocol suites. Configures communications media w/ concentrators, bridges & other devices. Resolves non-complex interoperability problems to obtain optimal operations across all platforms including email, data transfer, multimedia, & videoconferencing. Configures systems to user environments. Supports acquisition of hardware/software. Installation, configuration and operation of routers & network management platforms. Evaluates network performance using hardware/software diagnostic tools. Participates in planning and installation of new networks & hardware. Evaluates network changes for operational impact.

Minimum Education: Bachelor's Degree in Computer Science or related field preferred

Network Engineer II

(Code 36)

Minimum/General Experience: 4 years related network systems engineering experience, including two years specialized experience. Good working knowledge of network infrastructure, related hardware and network management systems.

Functional Responsibility: Analyzes LAN/WAN systems to provide effective network services to all users. Provides the highest level of customer satisfaction. Designs, configures, tests, implements and maintains telecommunications, LAN operation support activities, & supports applications programmers working in that environment. Provides technical support in evaluating and resolving network & processor problems. Plans, designs, evaluate and select operating systems & protocol suites. Configures communications media w/ concentrators, bridges & other devices. Resolves non-complex interoperability problems to obtain optimal operations across all platforms including email, files transfer, multimedia, & videoconferencing. User environments systems configuration and hardware/software acquisition support. Evaluates network performance using hardware/software diagnostic tools. Network and hardware planning and installation. Evaluates network changes for operational impact.

Minimum Education: BS/CS or related field. MS/CS preferred. Project Management Professional (PMP) certification preferred or completed within one year, or coursework involving the manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Network Implementer II

(Code 37)

Minimum/General Experience: 2 Years related network systems engineering experience

Functional Responsibility: Performs analytical, technical, and administrative work in installation of new and existing microprocessor-based computer systems.

Minimum Education: Bachelor's in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Network Technician

(Code 38)

Minimum/General Experience: 3 years experience in a Client/Server environment

Functional Responsibility: Support and manage installation of structured wiring network integration projects. Develop and manage installations of structured wiring network integration projects: Design cable plan and specify all plant equipment. Install and terminate network cabling. Certify installed cable plant. Perform diagnostic analysis and identify solutions to problems. Develop Increased knowledge of new and emerging network equipment and technologies.

Minimum Education: Technical school certificate or equivalent experience. Registered Communications Distribution Designer (RCDD) certification preferred or obtained within 18 months.

Network Technician II

(Code 39)

Minimum/General Experience: 4 years experience in multiple LAN environment as a Network Support technician.

Functional Responsibility: Operates and analyzes information technology resources, verifies outputs, and performs related duties. When applicable, instructs, directs and checks the work of other technicians. Utilize technology to provide staff with a fast, accurate, and secure method of gaining access to information so they can service the member in the fastest and most efficient manner possible.

Minimum Education: BS/BA or equivalent experience

Network Technician III

(Code 40)

Minimum/General Experience: 5 years experience in multiple LAN environment plus computer and network equipment set-up and configuration.

Functional Responsibility: Operates and analyzes information technology resources, verifies outputs, and performs related duties. When applicable, instructs, directs and checks the work of other technicians. Ensure efficient and economical utilization of equipment and resources. Provide for safekeeping of equipment and supplies. Configure and test networking equipment.

Minimum Education: BS Degree in Information Systems or CNE certification, preferred

Network Technician IV

(Code 41)

Minimum/General Experience: 6 years experience in multiple LAN/WAN voice and data cabling design.

Functional Responsibility: Operates and analyzes information technology resources, verifies outputs, and performs related duties. When applicable instructs, directs and checks the work of other technicians. When applicable schedules other technician functions. Draw and update all CAD floor plans & designs. Certifies installed cable plant.

Minimum Education: BS/BA or equivalent experience and/or RCDD certification required

Operations Staff I(Task Manager-Level Implementation & Support)

(Code 42)

Minimum/General Experience: Eight (8) to nine (9) years of total experience in the functional responsibility area.

Functional Responsibilities: Manage product acquisition, installation & configuration, application customization, testing & cutover, operations & maintenance, orientation & training; help desk assistance technical services for organization-level information technology solutions.

Minimum Education: BS/BA or equivalent experience and/or MCSE, CNE, or PMI Certification

Operations Staff II(Project Manager-Level Analysis & Engineering)

(Code 43)

Minimum/General Experience: Ten (10) to eleven (11) years of total experience in the functional responsibility area.

Functional Responsibilities: Manage capabilities study, business modeling, requirements analysis, technology assessment, architecture development, product evaluation, and network & system design technical services for contract-level information technology solutions.

Minimum Education: BS/BA or equivalent experience and/or MCSE, CNE, or PMI Certification

Operations Support Staff II

(Code 44)

Minimum/General Experience: 6 to 8 years of experience involving the manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information.

Functional Responsibility: Manages the daily activities involved in the configuration and operation of business systems that may be mainframe, mini, or client/server based. Responsible for ensuring the continued availability, effectiveness and accuracy of application systems and for the identification and resolution of service-level problems and the identification and support of mission-critical tasks.

Minimum Education: Bachelor's in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline such that there is coursework. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Principal Operations Staff II(Enterprise Director-Level Analysis & Engineering)

(Code 45)

Minimum/General Experience: Eighteen (18) or more years of total experience in the functional responsibility area.

Functional Responsibility: Direct capabilities study, business modeling, requirements analysis, technology assessment, architecture development, product evaluation, and network & system design management/technical services for agency-wide information technology solutions.

Minimum Education: PhD or equivalent experience w/ certification.

Printer Data Analyst

(Code 46)

Minimum/General Experience: 1 year work experience in a customer service oriented, professional environment providing high quality IT service.

Functional Responsibility: Under general direction to provide high level of on-site customer service and supports end-user printer setup, installation and troubleshooting. Troubleshoot and conduct problem determination to identify a problem source and resolution. Resolve problems or direct problems to appropriate technical area or vendor and follow-up to ensure client satisfaction. Assist operating network/platforms in accordance with established policies and procedures. Perform assigned administrative tasks per standard schedules and procedures.

Minimum Education: BS/BA or equivalent experience in related discipline or graduation from a technical trade school specializing in Computer Science/Information Technologies or an equivalent combination of education and experience from which comparable knowledge and skills may be acquired.

Programmer I

(Code 47)

Minimum/General Experience: 2 years of experience in developing enterprise systems

Functional Responsibility: Uses standard procedures and detailed specifications to develop programs, diagnose and correct bugs, testing, document work, and write computer-operating instructions. Will conduct analysis, design products that comply with complex and evolving business requirements. Analyzes and researches software requirements to determine feasibility of design within time and cost constraints.

Minimum Education: BS in Computer Science or equivalent experience

Programmer II

(Code 48)

Minimum/General Experience: 4 years of experience in web services, SQL, ASP, Pocket PCs, XML, VB, Visual Basic, programmer, programming, and software development.

Functional Responsibility: Tests documents and writes operating instructions for all work. Provides instruction, guidance and supervision to junior programming personnel and assigns reviews work to subordinate staff. Will participate in all aspects of the development process, from meeting customers and design through implementation, quality assurance, and delivery. May consult with customers concerning application and maintenance of software.

Minimum Education: BS in Computer Science or equivalent experience

Programmer V

(Code 49)

Minimum/General Experience: 6+ years Must have advanced study/knowledge in the field of computer science or software engineering along with advanced knowledge of software development and methodologies

Functional Responsibility: Assists w/ the development, testing, and running of software programs and applications. Compiles and writes documentation of program development and subsequent revisions—inserting comments in the coded instructions so others can understand the program. Revises, repairs, or expands existing programs. Writes, analyzes, reviews, and rewrites programs using workflow charts and diagrams while applying knowledge of computer capabilities, subject matter, and symbolic logic.

Minimum Education: Bachelors degree or equivalent experience

Programmer VI

(Code 50)

Minimum/General Experience: 7+ years experience working with distributed application architectures and high performance systems is desirable.

Functional Responsibility: Assists and manages the development, testing, and running of software programs and applications as required. Supervises the documentation of program development and subsequent revisions—inserting comments in the coded instructions so others can understand the program. Writes, analyzes, edits, reviews, and rewrites programs using workflow charts and diagrams while applying knowledge of computer capabilities, subject matter, and symbolic logic. Participates in design meetings and consults with other staff to evaluate interfaces between hardware and software, and operational and performance requirements of overall system; performs complex release testing and beta support for assigned projects and resolves problems found in the software; prepares documentation required of the product.

Minimum Education: Bachelors degree. Advanced degree preferred.

Project Administrator

(Code 51)

Minimum/General Experience: 3 years in a business analyst/project management role in a complex business and systems environment

Functional Responsibility Supports project management to ensure projects are completed efficiently on time and within budget. Tracks and monitors projects to include status of deliverables, issues and potential problems and actions needed. Designs and administers project reporting program, to include: Weekly hot site and project deliverables reports. Monthly project reports. Project funding reports. Special and ad-hoc reports. Develops and maintains excellent relationships with project managers, financial staff, and others needed to meet goals. Provides quality assurance check on deliverables as appropriate. Assists in writing and preparing proposals and customer reports. Develops increased knowledge of project control and planning.

Minimum Education: BA/BS in Business, Math or Computer Science

Project Coordinator

(Code 52)

Minimum/General Experience: 3 years of experience as a Program Manager/Project Coordinator.

Functional Responsibility Under general direction responds to and diagnoses problems through discussions with users and support staff. Includes problem recognition, research, isolation, and resolution steps. Coordinate, prioritize and track numerous projects.

Minimum Education BS/BA or equivalent experience

Project Manager I

(Code 53)

Minimum/General Experience: 3 years of experience including at least two years of experience in project management or a related field or two years of progressively responsible IT experience; or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Functional Responsibility: Assume responsibility for a set of project manager functions and coordinates projects whether web-based or other. Communicates with users at all levels to assist in resolving problems. Manages one or more small to medium projects effectively to meet customer needs and company goals.

Minimum Education: BS/BA or equivalent experience

Project Manager III

(Code 54)

Minimum/General Experience: 8+ years of network system integration or related technical experience. Previous supervisory or management experience preferred.

Functional Responsibility: Plans, directs, and coordinates development of SOW objectives. Initiates, supports and participates in negotiations with prospective customer. Analyzes current situation and develops business plans, sales strategy & targeted customer audience to achieve successful business opportunity. Hires, trains and develops an effective staff. Develops and maintains excellent customer relations. Manages all aspects of the project to include directing and coordinating work on each assigned project to fulfill contractual commitments. Plans and organizes needed resources after evaluating client needs and requirements developing detailed project plans. Reviews technical work and provide technical expertise in resolving complex issues. Monitors contract personnel and labor hours, procurement, budget and expense control, and change negotiation. Develops add-on and follow-up business from current customers. Identifies new business opportunities and works with other staff to respond to proposal and presentation requirements. Recommends new products or services to management. Develops increased knowledge and skills in project management and technical areas.

Minimum Education: Degree in business, management, technology, computer science, or related discipline. MS/CS preferred.

Quality Assurance Manager

(Code 55)

Minimum/General Experience: 5 years experience in QA process and software development life cycles, software development /database administration/ system administration test methodologies and 1 year web based development project.

Functional Responsibility: Performs quality reviews of departmental operations at department and individual levels to measure performance against contract regulation, program policy and procedure. Works with operational service groups, large and small, to increase/improve production while decreasing the cost base or the variable costs. Identifies and researches inefficiencies or inaccuracies in departmental methods and procedures. Proposes and implements procedural/systems solutions to meet needs and improve overall performance. Determines related training needs and provides training to internal staff. Gathers and analyzes quality statistics to determine trends and documents findings for management. Responds to questions from customers and outside auditors regarding quality issues.

Minimum Education: BS/BA in engineering, science, mathematics or equivalent.

Sr. Network Engineer

(Code 56)

Minimum/General Experience: 2 years of related technical support exp. Requires advanced knowledge and experience in a full range of technology platforms and systems.

Functional Responsibility: Oversees system performance, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support. Designs, configures, tests, implements and maintains network support activities. Provide consulting services that solve problems and foster innovation.

Minimum Education: Bachelor's degree in a related field, or equivalent work experience.

Sr. Network Engineer I

(Code 57)

Minimum/General Experience: 3 years of experience as a leading contributor and network engineer

Functional Responsibility: Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Assists in the development of a systems engineering management plan. Supports a Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Performs additional duties as assigned.

Minimum Education: Bachelor's degree or equivalent experience showing coursework involving the manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Sr. Network Technician

(Code 58)

Minimum/General Experience: 6 years network/telecommunications experience required

Functional Responsibility: Support and manage installation of structured wiring network integration projects. Provide the highest level of customer satisfaction. Develop and manage installations of structured wiring network integration project: Design cable plan and specify all plant equipment. Supervises cabling operations and installs and terminates network cabling. Certifies installed cable plant. Draw and update all CAD floor plans and designs. Install and configure networking equipment. Configure and test network PCs, hubs and terminal servers. Develop increased knowledge of new and emerging network equipment and technologies. This position will also include constant monitoring and analysis of network performance, network security, and provides justifications for all voice communication upgrades.

Minimum Education: College or technical school degree or equivalent work experience. Registered Communications Distribution Designer (RCDD) certification required.

SENIOR OPERATIONS STAFF I(Program Director-Level Analysis & Engineering)

(Code 59)

Minimum/General Experience: Twelve (12) to thirteen (13) years of total experience in the functional responsibility area listed.

Functional Responsibility: Direct capabilities study, business modeling, requirements analysis, technology assessment, architecture development, product evaluation, and network & system design management/technical services for industry-oriented vertical market information technology solutions.

Minimum Education: MS/MA or equivalent experience w/ certification.

SENIOR OPERATIONS STAFF II(Department Director-Level Analysis & Engineering)

(Code 60)

Minimum/General Experience: Fourteen (14) to fifteen (15) years of total experience in the functional responsibility area listed.

Functional Responsibility: Direct capabilities study, business modeling, requirements analysis, technology assessment, architecture development, product evaluation, and network & system design management/technical services for technology-oriented horizontal market information technology solutions.

Minimum Education: MS/MA, or BS/BA with experience, or equivalent experience w/ certification.

Sr. Program Manager

(Code 61)

Minimum/General Experience: 10+ years of network systems integration, or related technical experience. Very good working knowledge of networking and telecommunications, including network management systems. Two or more years large scale program management experience required.

Functional Responsibility: Manages very large or multiple medium and large projects effectively to meet customer needs and company goals. Hires, trains and develops an effective staff. Develops and maintains excellent customer relations. Manages all aspects of the project, including: Directs and coordinates work on each assigned program to fulfill contractual commitments. Plans and organizes needed resources after evaluating client requirements and developing detailed project plans. Reviews technical work and provide technical expertise in resolving complex issues. Monitors all aspects of the contract: personnel and labor hours, procurement, budget and expense control, and negotiation of changes. Develops add-on and follow-on business from current customers. Identifies new business opportunities and works with other staff to respond to proposal and presentation requirements of the customer. Recommends new products or services to management. Develops increased skills in management.

Minimum Education BS/BA or equivalent experience. MS/CS preferred. Project Management Professional (PMP) certification preferred or must complete within one year. Has background training in the customers industry.

Sr. Project Manager

(Code 62)

Minimum/General Experience 4+ years of network systems integration or related technical experience. Very good working knowledge of networking and telecommunications including network management systems. Excellent planning, organizational and communications skills. Previous supervisory or management experience preferred.

Functional Responsibility Tests, documents and writes operating instructions for all work. Provides instruction, guidance and supervision to junior programming personnel and assigns reviews work to any subordinate staff. Directs and coordinates work on each assigned program to fulfill contractual commitments. Monitors all aspects of the contract: personnel and labor hours, procurement, budget and expense control, and negotiation of changes.

Minimum Education: BS/BA or equivalent experience

Sr. Software Consultant

(Code 63)

Minimum/General Experience: 8 years software systems design and integration experience in large, diversified system projects, including at least 4 years in client-server technologies. Extensive experience programming in high level programming languages and using various DBMS packages.

Functional Responsibility: Design and program expert-based systems. Develops and maintain excellent customer relationships. Perform software analysis, design, development, testing and debugging. Develop expert-based systems, complex technical interfaces, and associated databases. Define critical project elements within system design and programming efforts including timelines and recommended team composition. Supervise preparation and evaluation of system documentation and manuals. Conduct customer project status meetings. Provide end-user and system administrator training, as required. Provide quality assurance through contact with current customers and evaluate customer satisfaction contracts. Recommend quality improvements to ensure that superior quality, high value solutions are delivered. Research and recommend emerging technologies to clients. Provide technical information for development of contract proposals. Identify and help develop potential business opportunities within existing accounts. Develop and maintain knowledge of emerging technologies and languages. Plan, develop, and deliver internal training and help identify training needs. Train and advise less senior technical staff.

Minimum Education: BS in Computer Science, information technology or related area required with appropriate technical or software programming language certification preferred; advanced degree preferred. Coursework involving the manipulation and interpretation of numerical and categorical information and the quantification of drawn inferences. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Sr. System Administrator I

(Code 64)

Minimum/General Experience: Minimum of 3 to 5 years experience in large enterprise or a medium size business as IT Systems administer is required. In depth knowledge of network architecture and protocols

Functional Responsibility: Supports project management to ensure projects are completed efficiently on time and within budget. Tracks and monitors projects to include status of deliverables, issues and potential problems and actions needed. Designs and administers project reporting program, to include if applicable: Weekly hot site and project deliverables reports. Monthly project reports .Project funding reports .Special and ad-hoc reports .Develops and maintains excellent relationships with project managers, financial staff, and others needed to meet goals. Provides quality assurance check on deliverables as appropriate. Assists in writing and preparing proposals and customer reports. Develops increased knowledge of project control and planning.

Minimum Education: Bachelors or masters degree

Sr. System Administrator II

(Code 65)

Minimum/General Experience: 5 or more years experience in a Microsoft oriented IT environment. Excellent technical knowledge of application networking, including load balancing applications, and ensuring fault tolerance for applications.

Functional Responsibility: Ensures the stable operation of the in-house computer software systems and network connections. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network software and communication links. Analyzes and resolves end user software program and connectivity issues. Provides end user training. Provide recommendations on technology direction to align with business vision. Will be required to provide both local and remote maintenance support to various operational systems deployed at more than one location. Support includes general maintenance, upgrades, and new installs of servers and applications.

Minimum Education: Bachelors or masters degree

Sr. Systems Consultant

(Code 66)

Minimum/General Experience: 9+ years of experience in the field plus applicable reporting and database systems design knowledge. Strong design, oversight and coordination experience

Functional Responsibility: Provides expertise & support on networking technologies to meet technical & business goals. Research and support new network management systems and processes. Resolve complex network problems. Design, configure and implement high-end network technologies & services including Internet/WWW gateways. Ensure smooth installation & documentation of new software and applications. Advise management on changing LAN/WAN, related software technologies, & their impact in a timely manner. Track problems and advise management of trends. Assist in training and provide technical advice to junior systems engineers. Assist in new business development. Supports clients in designing, installing, operating, maintaining, administering, documenting, & managing LAN/WANs. Provide support and on-time achievement of deliverables and commitments. Identify, analyze and resolve network problems. Advise client/personnel on LAN/WAN, installed software problems and solutions in a timely manner. Administer and support network operating systems & processes, network management systems, infrastructure, workflow & other network applications, and WAN. Performs network debugging/analysis using network performance and tuning tools, recommends solutions.

Minimum Education: BS/CS or related degree and an advanced degree preferred. Appropriate certification (CNE, CBE, MSCE) or equivalent coursework involving the manipulation and interpretation of numerical and categorical information and the quantification of inferences drawn from that information. Appropriate courses that meet this requirement include those that address theoretical and empirical problems in the natural, social, computer, and engineering sciences.

Sr. Systems Engineer

(Code 67)

Minimum/General Experience: 6+ years experience providing data center services to external clients and Project management.

Functional Responsibility: Provides excellent network systems engineering support and the highest level of customer service consistently to include the best possible support and on-time achievement of deliverables and commitments. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems Business Development: Assist marketing in new business development by delivering network presentations for sales, for customers and at seminars and by responding to RFP's or proposals. Training & Development: Develop increased knowledge and skills on networks, network applications, and software. Provides network training for technical training seminars and customers on request, and provide technical advice to less senior systems engineers.

Minimum Education: BS/CS or related degree or equivalent experience. Appropriate certification (CNE, CBE, MSCE) required.

Sr. Database Technician

(Code 68)

Minimum/General Experience: 7 years experience as a systems administrator or project management experience with the ability to manage tasks under tight deadlines.

Functional Responsibility: Applies database analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering; accounting; or statistics; logistics planning; material management etc. Responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems and develops new subsystems. Guides user in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyses resulting user project proposals, optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist.

Minimum Education: Bachelors of Science Degree in Computer Science or equivalent experience.

Standardization Pilot III

(Code 69)

Minimum/General Experience: 4 years of experience or active duty. Flight experience to include the minimum required flight hours for the position and type of aircraft.

Functional Responsibility: Instructs using computerized flight simulators. Operates aircraft provided as required. Manages aircrew standardization and evaluation activities. Develop and implement a check pilot program. Conduct evaluation of check pilot program in subordinate units. Evaluate aircrew techniques in mission planning, briefings, mission execution, and critiques. Continually evaluate aircrew training procedures and techniques. Administer written examinations and document flight evaluation checks. Analyze evaluation data for trends that indicate changes in the program or additional training needs for individual pilots. Help develop better quality control through evaluation and training.

Minimum Education: BA/BS & Active pilot license for aircraft used.

Systems Analyst I

(Code 70)

Minimum/General Experience: 2 years of experience in the requirements analysis and design of systems in the areas of information storage and retrieval, automated communications network, decision support, administration, logistic, material, personnel management, financial and strategic planning.

Functional Responsibility: Exercises analytical techniques in gathering information from users. Monitors network performance to ensure circuit quality and network uptime. Assists users in defining network performance and advises on hardware requirements, configurations and limitations. Interfaces with user/vendor concerning upgrades, installs and downtime allocations. Monitors repair and routine hardware maintenance. Evaluates new products and services.

Minimum Education: BS/BA or equivalent from an accredited college or university with major course work in computer science or a closely related field.

Systems Analyst II

(Code 71)

Minimum/General Experience: 4-5 years experience as Senior Programmer or Systems Analyst with a strong knowledge of computer operations and programming data processing applications comparable to that of a Systems Analyst I.

Functional Responsibility: Exercises analytical techniques in gathering information from users, defining work problems, and developing procedures to resolve problems. Works independently but receive guidance from Senior Systems Analyst on more complex problems. Under general supervision, plans and installs and develops new computer systems. Design data models and other back-end processes. Organize and perform analytical and design activities within established schedules and standards utilizing independent judgment and solving overall systems problems.

Minimum Education: BA/BS in Computer Science, Software Engineering, or relevant field is required. MS or other advanced degree preferred.

Systems Analyst III

(Code 72)

Minimum/General Experience: 6 years of experience in the field and knowledge of principles of computer systems and procedures analysis and design including approving plans for the development or modification of complex or automated communications systems in the area of decision support, administration and logistics.

Functional Responsibility: Provide guidance to junior systems analysts and programmers. Determine necessary modifications to existing system and determines whether new subsystems must be developed. Assigns, instructs and reviews work of subordinates. Plans, designs, install and develop new computer systems. Revamps existing computer systems for new tasks. Works with other personnel such as programmers along a critical path as needed. May exercise functional and technical supervision over lower level technical, professional, and/or clerical personnel.

Minimum Education: BS in Computer Science or equivalent experience to a bachelor's degree.

Systems Analyst IV

(Code 73)

Minimum/General Experience: 7 years of specialized experience providing expert system support, including work involved in one or more of the phases of developing software or tools used in modeling and simulation capabilities.

Functional Responsibility: Exercises analytical techniques in gathering information from users, defining work problems, and developing procedures to resolve problems. Works independently and may provide guidance to more junior analysts. Plans, designs, install and develop new computer systems. Revamps existing computer systems for new tasks. Works with other personnel such as programmers along a critical path as needed. Tests and debugs new or revamped computer systems and the networks on which they communicate. Provides quality process improvement expertise and recommendations

Minimum Education: BS/BA or equivalent experience. Has background training in the customers industry.

Systems Analyst V

(Code 74)

Minimum/General Experience: 8 years of specialized experience providing expert system support, including work involved in one or more of the phases of developing software or tools used in modeling and simulation capabilities.

Functional Responsibility: Determine necessary modifications to existing system and determines whether new subsystems must be developed. Assigns, instructs and reviews work of subordinates. Works independently and supervises junior analysts and programmers as required. Plan, design, install and develop new computer systems. Revamps existing computer systems for new tasks. Works with other personnel such as programmers along a critical path as needed. Tests and debugs new or revamped computer systems and the networks on which they communicate. Prepares cost-benefit and return-on-investment (ROI) reports for management.

Minimum Education: BS in Computer Science or equivalent experience. Has background training in the customers industry.

Systems Analyst VI

(Code 75)

Minimum/General Experience: 9 years of experience in the field and knowledge of principles of computer systems and procedures analysis and design including approving plans for the development or modification of complex or automated communications systems in the area of decision support, administration and logistics.

Functional Responsibility: Exercises analytical techniques in gathering information from users, defining work problems, and developing procedures to resolve problems. Works independently and provides guidance to more junior analysts on complex problems. Plans, designs, install and develop new computer systems. Revamps existing computer systems for new tasks. Works with other personnel such as programmers along a critical path as needed. Tests and debugs new or revamped computer systems and the networks on which they communicate. Prepares cost-benefit and return-on-investment (ROI) reports for management.

Minimum Education: BS/BA or equivalent experience. Has background training in the customers industry.

Systems Engineer I

(Code 76)

Minimum/General Experience: 2 years of experience in the field and familiarity with system networks software and system configuration management and complex system architecture practices.

Functional Responsibility: Supports clients in designing, installing, operating, maintaining, administering, and documenting LAN/WANs and assist or lead system level integration and testing activities for a complex multi-segment system. Provide the highest level of customer service consistently to include the best possible support and on-time achievement of deliverables and commitments. Provides excellent network systems engineering support. Identify, analyze and resolve simple to moderately complex network problems. Advise client personnel on LAN/WAN and installed software problems and solutions effectively in a timely manner. Administer and support network operating systems and processes, network management systems, infrastructure, workflow and other network applications, and WAN. Assists in determining requirements and developing plans to ensure smooth installation and documentation of new software and applications. Track problems and advise management of more serious problems and trends. Train end-users on network, as appropriate. Develop increased knowledge and skills on networks, network applications and software.

Minimum Education: BS/CS or related degree or equivalent experience. Appropriate certification (CNE, CBE, and MSCE) preferred.

Systems Engineer II

(Code 77)

Minimum/General Experience: 4 years network experience and excellent knowledge of network operating systems, performance tuning software, and a variety of software and network applications.

Functional Responsibility: Supports clients in designing, installing, operating, maintaining, administering documenting, and managing LAN/WANs. Provide support and on-time achievement of deliverables and commitments. Identify, analyze and resolve network problems. Advise client personnel on LAN/WAN and installed software problems and solutions. Administer and support network operating systems and processes, network management systems, infrastructure, workflow and other network applications, and WAN. Develops, administers and supports WWW servers and Internet gateways. Performs network debugging/analysis using network performance and tuning tools, and recommends solutions. Assists in determining requirements and developing plans to ensure smooth installation and documentation of new software and applications. Track problems and advise management of trends. Train end-users on network, as appropriate. Develop increased knowledge and skills on networks, network applications, and software. Assist marketing in new business development.

Minimum Education: BS/CS or related degree or equivalent experience. Appropriate certification (e.g. CNE, CBE, and MSCE) preferred or must obtain within 12 months.

Team Lead I

(Code 78)

Minimum/General Experience: 3 years of experience as lead technician for large, diversified network or related system projects including at least three years in client/server technologies.

Functional Responsibility: Under minimal direction, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for network solutions. Work with project management team, technical team and business unit in the requirements gathering process to determine high level designs and provide the best possible network systems engineering support.

Minimum Education: BS/BA or equivalent experience

Team Lead II

(Code 79)

Minimum/General Experience: 5 years of experience as lead technician for large, diversified network or related system projects including at least three years in client/server technologies.

Functional Responsibility: Leads design and implementation of help desk solutions. Develops and maintains excellent customer relationships. Identifies required staffing, skills, positions and assists in hiring and selecting staff to meet customer requirements. Assists in training and development of staff. Administers daily aspects of the project, including: Directs and coordinates work to fulfill contractual commitments. Plans and organizes needed resources to meet customer needs and requirements. Reviews technical work and provide technical expertise in resolving complex issues. Monitors all aspects of the contract: timeline and milestone completion, personnel and labor hours, procurement, budget and expense control, and negotiation of changes. Develops add-on and follow-on business from current customers. Identifies new business opportunities and works with other staff to respond to proposal and presentation requirements of the customer. Develops increased knowledge and skills in project management and technical areas.

Minimum Education: BS in computer science, information technology or related area required with relevant MS and appropriate technical certification preferred. Has background training in the customers industry.

Technical Writer

(Code 80)

Minimum/General Experience 3 years experience as a technical writer and supporting application/system development projects. Microsoft Word subject matter expert. Proficient with Microsoft Excel and PowerPoint. Experience with drawing tools such as Microsoft Visio.

Functional Responsibility: Analyzes, organizes, develops, prepares, writes, edits and prints manuals, presentations, technical system specifications and documentation in an information systems environment. Work within broad objective to obtain unique solutions. Assists in the development of Procurement Request Packages; assist in the preparation of draft and final versions and assists in the editing of technical and administrative materials; assists in the development, production and editing of draft and final copies of position papers and correspondence; organizes material and completes writing assignments in accordance with an agency's style manual, if any.

Minimum Education: Bachelors Degree or equivalent experience

Technician I

(Code 81)

Minimum/General Experience: 3 years of experience in a position requiring the ability to manage time and work tasks. Experience with desktop management tools.

Functional Responsibility: Operates and analyzes information technology resources, verifies outputs, and performs related duties. Provides direct end-user support for PC hardware and software problems. Maintain accurate tool, test set and equipment inventories to respond to outages in the network. Perform other tasks as may be required and assigned by supervisor.

Minimum Education: HS Diploma, College hours or a college degree may be substituted for some experience as deemed appropriate.

Telecommunications Specialist I

(Code 82)

Minimum/General Experience: 1 year of telecommunication experience. Excellent knowledge of telecom vendors and products, operating systems and hardware.

Functional Responsibility: Maintains telecommunications services in support of staff. Install moderate to complex telecommunications solutions. Trouble shoots communication systems. Integrates voice and data communications systems and determines requirements, specifies and develop plans to ensure smooth installation, documentation and use of telecommunication equipment, connections, and software and/or applications.

Minimum Education: BS/BA or equivalent experience. Appropriate certification preferred, or majority of course work completed.

Trainer – Sr.

(Code 83)

Minimum/General Experience: 3 years experience developing and leading multimedia design projects. The ability to effectively work in and lead projects in a team environment.

Functional Responsibility Manage the training activities of Jr. Trainers and able to perform classroom training, develop student text materials, provide graphic material to augment lecture efforts, design and produce video or audio cassette materials for individual training. Overseas the development of course outlines, lesson plans, instructor teaching guides and trainee reference manuals. Provide Instructional Design expertise and course development support and applies instructional design principles to content materials.

Minimum Education: BA or equivalent experience

PRICE LISTS

Information Technology Schedule Pricelist Current

<u>Labor Code</u>	<u>Professional Services</u>	<u>Rate*</u>	<u>SIN</u>
10	Administrative & Logistics Support	71.78	132-51
11	Administrative Assistant	34.44	132-51
~	Advanced Blackberry User Training	191.43	132-50
12	Associate Operations Staff I	58.65	132-51
13	Associate Operations Staff II	69.30	132-51
~	Blackberry Enterprise Server Administrator Training	191.43	132-50
14	Blackberry Support Technician I	43.07	132-51
15	Blackberry Support Technician II	60.78	132-51
16	Blackberry Support Technician III	76.57	132-51
17	Blackberry Support Technician IV	90.93	132-51
18	CSR – Advanced	49.94	132-51
19	Director of Programs	145.88	132-51
20	Doc Specialist I	38.55	132-51
21	Doc Specialist II	43.09	132-51
~	EIC Telephone Equipment Maintenance	789.63 per year	132-12
22	Financial Analyst I	48.33	132-51
23	Financial Analyst II	67.48	132-51
24	Help Desk Coordinator Sr.	53.97	132-51
25	Help Desk Jr	46.75	132-51
26	Help Desk Sr.	51.66	132-51
27	I.T. Support Consultant	86.14	132-51
28	Maintenance Examiner III	103.03	132-51
29	Maintenance Examiner IV	128.79	132-51
30	Network Administrator I	48.76	132-51
31	Network Administrator II	86.14	132-51
32	Network Consultant V	105.28	132-51
33	Network Designer II	86.14	132-51
34	Network Engineer Consultant	118.58	132-51
35	Network Engineer I	75.11	132-51
36	Network Engineer II	92.23	132-51
37	Network Implementer II	86.14	132-51
38	Network Technician I	58.76	132-51
39	Network Technician II	79.97	132-51
40	Network Technician III	90.63	132-51
41	Network Technician IV	67.96	132-51
42	Operations Staff I	79.97	132-51
43	Operations Staff II	90.63	132-51
44	Operations Support Staff II	86.14	132-51
45	Principal Operations Staff II	133.27	132-51
46	Printer Data Analyst	39.62	132-51
47	Programmer I	43.09	132-51
48	Programmer II	54.43	132-51
49	Programmer V	86.14	132-51
50	Programmer VI	90.93	132-51
51	Project Administrator	35.16	132-51

52	Project Coordinator	43.63	132-51
53	Project Manager I	42.23	132-51
54	Project Manager III	91.70	132-51
55	Quality Assurance Manager	90.31	132-51
56	Sr. Network Engineer	101.29	132-51
57	Sr. Network Engineer I	111.95	132-51
58	Sr. Network Technician	68.52	132-51
59	Sr. Operations Staff I	101.29	132-51
60	Sr. Operations Staff II	111.95	132-51
61	Sr. Program Manager	111.96	132-51
62	Sr. Project Manager	76.57	132-51
63	Sr. Software Consultant	111.99	132-51
64	Sr. System Administrator I	76.57	132-51
65	Sr. System Administrator II	86.14	132-51
66	Sr. Systems Consultant	121.12	132-51
67	Sr. Systems Engineer	80.70	132-51
68	Sr. Database Technician	71.44	132-51
69	Standardization Pilot III	128.79	132-51
70	Systems Analyst I	57.67	132-51
71	Systems Analyst II	60.10	132-51
72	Systems Analyst III	70.30	132-51
73	Systems Analyst IV	85.18	132-51
74	Systems Analyst V	90.93	132-51
75	Systems Analyst VI	102.41	132-51
76	Systems Engineer I	75.11	132-51
77	Systems Engineer II	63.56	132-51
78	Team Lead I	43.63	132-51
79	Team Lead II	84.52	132-51
80	Technical Writer	54.43	132-51
81	Technician I	56.47	132-51
82	Telecommunications Specialist I	41.59	132-51
83	Trainer – Sr.	45.36	132-51

*Rate is hourly unless otherwise noted

~Services Provided

TERMS AND CONDITIONS

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)

Terms and conditions applicable to maintenance, repair service and repair parts/spare parts for government-owned general purpose commercial information technology equipment (after expiration of guarantee/warranty provisions and/or when required service is not covered by guarantee/warranty provisions) and for leased equipment. (Special Item Number 132-12)

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 50 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:
2201 Wisconsin Ave, NW Suite 300
Washington, DC 20037

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
 - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

7. RESPONSIBILITIES OF THE CONTRACTOR

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

8. MAINTENANCE RATE PROVISIONS

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.
- b. **REGULAR HOURS**
The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.
- c. **AFTER HOURS**
Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
- d. **TRAVEL AND TRANSPORTATION**
If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be:
Equal to the Privately Owned Vehicle (POV) Mileage Reimbursement Rates published on the GSA web site.
- e. **QUANTITY DISCOUNTS**
Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity are indicated below:
Enterprise Integration Corporation does not provide quantity discounts at this time under this SIN.

9. REPAIR SERVICE RATE PROVISIONS

- a. **CHARGES**
Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b. **MULTIPLE MACHINES**
When repairs are ordered by ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c. **TRAVEL OR TRANSPORTATION**
 - (1) **AT THE CONTRACTOR'S SHOP**
 - (a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
 - (b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
 - (2) **AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)**
When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity

location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

- (a) The repair service rates listed for subparagraph (2) above apply, except that a travel charge of _____ per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the ordering activity location or at the Contractor's shop.
- (b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, the Regular Hour rates shall apply.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Regular Hour rates shall apply.

e. REPAIR SERVICE RATES

Repair services shall be billed at the requisite labor rates.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated 01/01/2015, at a discount of 5% from such listed prices.

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed /warranted for a period of 90 days.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period the greater of 90 days or manufacturer warranty period.

12. INVOICES AND PAYMENTS

a. Maintenance Service

- (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL
PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit Government users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the Government's location, as agreed to by the Contractor and the Government.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the Government.

4. CANCELLATION AND RESCHEDULING

- a. The Government will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the Government to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the Government will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the Government fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the Government will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the Government to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The Government reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the Government, the Contractor must notify the Government at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the Government will be charged will be the Government training price in effect at the time of order placement, or the Government price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after Government completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the Government's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts.

COURSE DESCRIPTIONS:

(1) EIC TRAINING FOR BLACKBERRY USERS

BlackBerry® smartphone and software training courses help users take full advantage of their BlackBerry smartphones and desktop software. Users who understand the full capabilities of their BlackBerry smartphones and software can be more effective, more efficient and more productive.

New users can get started immediately with introductory courses that focus on their smartphones and on BlackBerry® Desktop Software. Users who are already familiar with the basics of their smartphones can learn to do more and get up-to-speed quickly on advanced features, short-cuts and customizable settings.

BlackBerry smartphone and desktop software training for users is available through both self-directed online courses and instructor-led on-site courses. Instructor-led courses provide direct access to a BlackBerry expert who can answer specific questions and customize content according to the learners' unique needs.

(2) EIC TRAINING FOR BLACKBERRY ADMINISTRATORS

BlackBerry Enterprise Server Administrator Training enables BlackBerry® Enterprise Server administrators to better manage the advanced features and capabilities of their BlackBerry® solution by:

- Becoming better acquainted with the BlackBerry® Enterprise Solution management interface
- Improving problem solving skills
- Discovering how to streamline tasks associated with day-to-day operation of the solution

Participants will also learn how to dynamically trace message data flow and BlackBerry® Mobile Data System (BlackBerry MDS) data flow through the solution. Through hands-on exercises, participants will learn to assess BlackBerry Enterprise Server software component performance by configuring and generating log files at key points along the data flows.

BlackBerry Enterprise Server Administrator Training is available through convenient, open sessions held in major cities and through on-site sessions held at your facility. On-site courses can be tailored to meet your specific training needs.

To ensure the content is relevant to your organization's email environment, BlackBerry Enterprise Server Administrator Training is available for IBM® Lotus® Domino®, Microsoft® Exchange and Novell® GroupWise® platforms.

9. "NO CHARGE" TRAINING

At this time, Enterprise Integration Corporation does not provide no-charge training under this SIN.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract;
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices;

e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

See attached Past Performance History Matrix, which has the proposed labor categories that EIC is adding to its schedule. This document lists for each IT service that is being added: Commercial Job Title; Minimum/General Experience; Functional Responsibility; and Minimum Education. Pricing for these IT services are in accordance with EIC's customary commercial practices; e.g., hourly rates.